

## **MEM – IME Member Services Electronic Communications**

### **Purpose:**

This procedure explains how electronic mail communications sent to the IME Member Services e-mail address are processed.

### **Identification of Roles:**

Account Manager  
Call Center Supervisor  
Member Services Unit Leads  
Operations Manager

### **Performance Standards:**

Respond to 90% of written inquiries within 5 business days of receipt; Interim response required if unable to complete. 100% of requests must be completed within 15 business days.

### **Path of Business Procedure:**

Step 1: The Member Services Unit receives electronic mail communications (e-mails) to the IME Member Services e-mail address. The e-mails are automatically delivered to all designated staff which includes the Account Manager, Member Services Analyst, Member Services Unit Leads, and the Administrative Assistant. E-mails received on weekends, designated holidays, and after business hours daily after 5:00pm are processed as received the next business day.

Step 2: The account manager or designee logs each e-mail communication upon receipt in the spreadsheet entitled Member Services E-mail Report SFY2011 (see attachment)

- 1) The e-mail is assigned to one of the unit leads or other unit staff as needed for response
- 2) The report is e-mailed to the Unit Leads, Operations Manager and Member Services Analyst **daily** no later than **10:00 am** and as needed for appropriate follow-up

Step 3: Assigned staff member responds to e-mail and copies response to `IME Member Services` for documentation purposes

- 1) Account manager or designee logs response as completed or for follow-up within above performance standard timeframe
- 2) Completed items are highlighted in blue on the report

Step 4: Member Services Analyst reviews report weekly for quality assurance purposes

- 1) Member Services Analyst reviews e-mail report for compliance
- 2) Potential problems are reported to Account Manager for resolution

**Forms/Reports:**

Member Services E-mail Report SFY2011

**RFP References:**

6.5.2d

**Interfaces:**

None

**Attachments:**

Member Services E-mail Report SFY2011